

Chippewa Valley Regional Airport (EAU)

Airline Transition Frequently Asked Questions

May 16, 2022

On March 10, 2022, SkyWest Airlines filed a US Department of Transportation (US DOT) required notice to end air service under the United Airlines code to 29 airports across the country, including EAU, due to an ongoing pilot imbalance across the aviation industry. There is no immediate loss of airline service to the Chippewa Valley Regional Airport, this notice simply triggered the lengthy process to find an alternative airline to serve the region.

The following frequently asked questions have been drafted to assist our passengers during this transition period and will continue to be updated as new information becomes available.

What does this mean for my upcoming United Airlines branded flight?

Airline customers should be aware there are no immediate changes to United Airlines branded flight schedules. SkyWest Airlines indicated their intent to continue to serve EAU until another carrier starts service. Reservations can continue to be made from EAU at www.united.com.

Should I schedule a future United Airlines flight?

Customers can continue to make reservations at www.united.com from EAU. SkyWest Airlines has indicated they remain committed to serving our market with United Airlines branded service during the transitional period. Should this change, customers with a current reservation will have the option to rebook at another United location.

It is important our community works together to continue to utilize the current SkyWest Airlines dba United Express service so EAU remains attractive to any new carrier.

What number should I call if I have specific questions on my United Airlines branded flight?

All flight specific questions should be directed to United.

Reservations and Flight Information

1.800.United.1 or 1.800.864.8331

Baggage Information

1.800.221.6903

What did the airport do to secure new airline service to the community?

Airport representatives presented information to many prospective airlines during the US DOT Request for Proposal (RFP) process to ensure our region retains access to the National Air Transportation System. During these presentations a recurring response from the airlines was their inability to take on new air service due to a shortage of pilots and aviation workers.

When are the next steps in selecting a new airline?

The US DOT issued an RFP for a new airline to serve EAU and proposals were due on May 11, 2022. Three proposals were received by the US DOT for providing air service to the Chippewa Valley. The Chippewa Valley Regional Airport Commission will consider those proposals at a public meeting on May 20, 2022 and submit a letter of support to the US DOT recommending one of the proposals on behalf of the community. The US DOT will make the final carrier selection but community support is critical to their decision.

If you have comments regarding the three airline proposals you would like the Airport Commission to consider, you are invited to speak during public comment at the Airport Commission meeting on Friday, May 20 at 7:30 am in the Airport Terminal Conference Room or submit comments via an online form at [Airport Comment Form | Eau Claire County \(chippewavalleyairport.com\)](https://chippewavalleyairport.com/airport-comment-form) through 4 pm on May 19.

What are the proposals that were received for providing airline service at EAU?

We would like to thank all carriers for submitting the following proposals to provide airline service to the Chippewa Valley.

Sun Country Airlines

Sun Country Airlines proposed year-round twice weekly service in a Boeing 737-800 (183 seats) to Minneapolis-St. Paul International Airport (MSP), along with seasonal non-stop service to large leisure destinations (Fort Myers/Nov-Apr, Orlando/May-Aug, and Las Vegas/Oct-Nov). The MSP service will allow EAU passengers to make connections to the Sun Country network of destination airports and the seasonal service will operate during periods of peak demand.

Southern Airways Express

Southern Airways Express proposed daily departures to both MSP and Chicago O'Hare International Airport (ORD) in a single engine, turboprop, Cessna Grand Caravan (9 seats). Southern has ticketing and baggage agreements with American Airlines, United Airlines and Alaska Airlines.

Boutique Air

Boutique Air proposed daily departures to MSP in a single engine, turboprop, Pilatus PC-12 (8 or 9 seats). Boutique Air has a ticketing and baggage agreement and code share agreement with United Airlines and a ticketing and baggage agreement with American Airlines.

When will a new airline start service at EAU?

Once a new carrier has been officially selected to serve EAU, airport management will work closely with the new airline to determine a start date for the new service. This FAQ will continue to be update until the start of the new airline with any new information.